

CONFERENCE CALL PROCEDURES

The conference call process has been established as a vehicle for communicating with a broad group of MHSA stakeholders and other interested parties throughout the State. The Department of Mental Health is attempting to be responsive to Stakeholders' concerns about the call-in process regarding the amount of time it takes to access a call, and concerns about maintaining anonymity on the calls. We may not be able to alleviate all concerns, but wherever possible, we will attempt to provide the purposes for the procedures in place.

Effective May 19, 2005, the revised call-in process will be as follows:

Participant will:	Operator will:
10 – 15 minutes before the scheduled call time, dial in to the call using the following number (also posted on the DMH web site): 1(877) 366-0714	
When prompted, provide the following verbal passcode: MHSA	Greet the caller and ask for the caller's name
Either give their name, Or	Assign a PIN and instruct the caller to write the PIN down and know that they will be identified by THAT NUMBER when the Q & A portion of the call begins, then place the caller into the call
Let the operator know they do not wish to give their name, in which case THEY WILL NOT BE ABLE TO PARTICIPATE IN THE Q & A PORTION OF THE CALL	Place the caller into the call
	At the start of the conference call, the Operator will instruct participants on the Q & A portion of the call: participants press *1 when they wish to be placed in the Q & A queue

The entire process should take no more than 1 – 2 minutes per caller.

NOTE: Please be aware that, if the caller does not specify the name of the conference call, the Operator will be unable to put them through to the call. At any given time, our conference call provider may be processing hundreds of different conference calls at the same time. Therefore, it is imperative that our callers be courteous, clear, and concise in communicating with the call operators, in order to facilitate the call process.